



Policy & Procedure

EMERGENCY POLICY & PROCEDURE

Policy number:	5	Version:	6
Responsible Person:	CEO	Reviewed by:	CEO
NRCHI Area:	Operational / Risk	Review Date:	22/4/2025
Approved and adopted by:	Board of Governance	Next Review Date:	April 2028

Scope

This policy applies to all Staff, Volunteers, Board Members, Contractors, and Room Hirers who engage with North Ringwood Community House Inc. It outlines the responsibilities and required actions of all individuals during an emergency.

Purpose

The purpose of this policy is to provide clear guidance to all individuals involved with North Ringwood Community House Inc. (NRCHI) on how to respond to emergencies in a safe, effective, and coordinated manner. It ensures that appropriate procedures are in place to protect the wellbeing of all staff, volunteers, room hirers, contractors, board members, and community members in the event of an emergency. This policy should be read in conjunction with **NRCHI Safety of Students Policy** and **NRCHI Emergency Management Plan**.

Objective

North Ringwood Community House Inc. aims to:

- Ensure an effective plan is in place to safeguard all people in the building during an emergency.
- Ensure any emergency is dealt with in a planned, orderly, and safe manner.

Definitions

Emergency: Any unplanned or dangerous situation requiring immediate action to protect life, health, property, or the environment.

CEO: Chief Executive Officer of North Ringwood Community House Inc.

Front Office Staff: Administration staff located at the main reception area during operating hours.

Trainer/Facilitator: A sessional or contracted individual responsible for delivering courses, classes, or activities.

First Aider: A person with current First Aid qualifications designated to respond to injuries or health incidents.

Fire Warden: A trained staff member responsible for leading evacuation procedures and ensuring the safety of occupants during a fire or other emergency.



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Emergency Management Plan: The formal plan maintained by NRCHI outlining detailed emergency response procedures, including evacuation, lockdown, and communication strategies.

Evacuation Point: The designated safe assembly area for building occupants during an emergency – the grass area to the left outside the front door of the building.

Broad Guidelines

An emergency includes, but is not limited to:

- Fatality
- Serious injury, illness, or sexual assault
- Siege or hostage situations
- Firearms or bomb threats
- Collapse or damage of building/equipment
- Fire inside or outside the building
- Fire on the grounds of Parkwood
- Fumes, spills, leaks, or hazardous contamination
- Storm or flood damage
- Discovery of foreign or suspicious items/substances

Any incident that affects the safety and wellbeing of people in the Community House must be reported to NRCHI Staff immediately. Depending on availability, either Management or Front Office staff, and if necessary, the identified First Aider, will respond promptly. (See OH&S Chart - Appendix 1)

This policy must be read in conjunction with the **NRCHI Emergency Management Plan and Safety of Students Policy**, which are reviewed regularly by the CEO. Copies are available on the NRCHI noticeboard at Reception. Annual site inspections and fire drills will be conducted. After any emergency, the Board of Governance will review the incident to assess the effectiveness of the procedures and make improvements as needed.

Emergency Implementation Process

When an emergency occurs, patrons should report the incident to their Trainer/Facilitator, who will notify the CEO or Front Office Staff, and the First Aider if required.

The CEO/Front Office Staff will contact Emergency Services immediately if necessary and activate the NRCHI Emergency Management Plan.

Emergency contact numbers are clearly posted near telephones, on emergency/first aid noticeboards, and in every classroom.

The Fire Warden will sound the alarm, check rooms, and close doors as they go.
If time permits, Parkwood Hub will also be contacted.

Evacuation Procedure

Staff should turn off all appliances (heaters, lights, stoves, air conditioners) if it is safe to do so.

In the case of a small fire, fire extinguishers and fire blankets are available and marked on **the Fire Evacuation Plan (Appendix 2)** in every room. Instructions for their use are posted nearby.



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All people in the building should evacuate via the nearest clear exit and proceed to the designated evacuation assembly point, which is the grass area to the left outside the front door. **See Fire Evacuation Plan (Appendix 2).**

Trainers/Facilitators are responsible for bringing the attendance book, while the CEO/Front Office Staff will bring the Staff Sign-On Sheets. If the CEO is not present, the Admin Officer will take on these responsibilities.

A roll call will be conducted to ensure all individuals are accounted for.

The Fire Warden will communicate with Emergency Services personnel. All instructions from emergency responders must be followed.

If medical attention is required urgently, the nearest clinic is located at Oban and Warrandyte Roads.

All staff involved must complete a NRCHI Incident Report Form, available at Reception and in classroom sign-on folders. The completed form must be forwarded to the CEO without delay.

Refer to the **NRCHI Safety of Students Policy** for further guidance.

After Hours Classes and Activities

In serious emergencies, contact the appropriate emergency services (Police, Ambulance, Fire). Emergency numbers are displayed at Reception and in all training rooms.

Trainers and facilitators are encouraged to carry a mobile phone.

NRCHI staff can be contacted after hours via Direct Message on NRCHI's Facebook page.

During normal business hours (Monday to Friday, 9:00am-3:45pm), messages can be left at 9876 3421 or on the voicemail system, which is monitored regularly.

Outside office hours, non-urgent messages can be left on the main number. Examples of after-hours emergencies include:

- An incident requiring support when office staff are unavailable
- A student needing to cancel an early morning workplace assessment due to illness

As always, staff involved in any incident must complete and submit an NRCHI Incident Report to the CEO.

Related Documents

- Gender Related Violence including Sexual Harassment Policy
- Work Related Violence Policy
- Bullying Policy
- Occupational Health and Safety Policy
- Critical Incident Policy
- Safety of Students Policy
- Incident Report Form
- Emergency Management Plan



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- Child Safe Policy
- Risk Management Policy

❖ *Statement to be signed by Staff, Volunteers, Contractors and Room Hirers declaring they have read, understood and will abide by this policy*

Emergency Policy Statement

NAME

Statement

I have read and understand my obligations under the North Ringwood Community House Emergency Policy, and will abide by it.

Signed

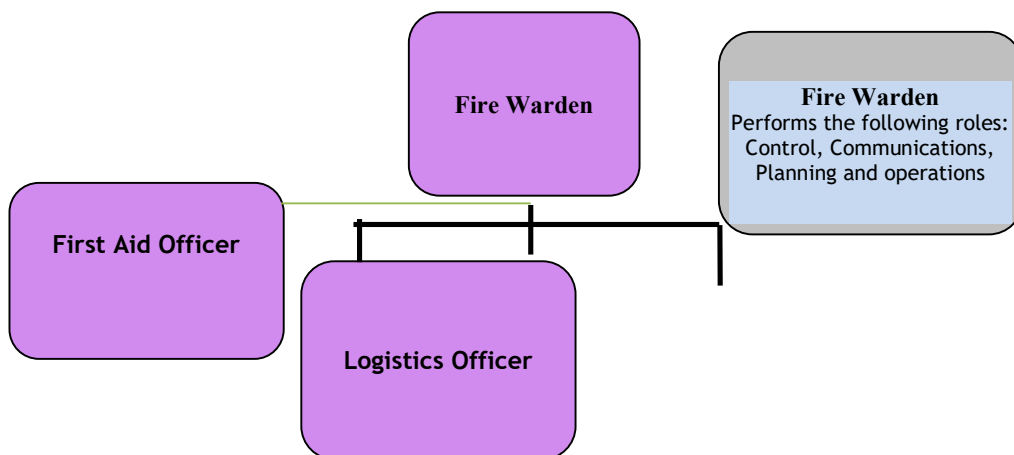
Date

Document Locations

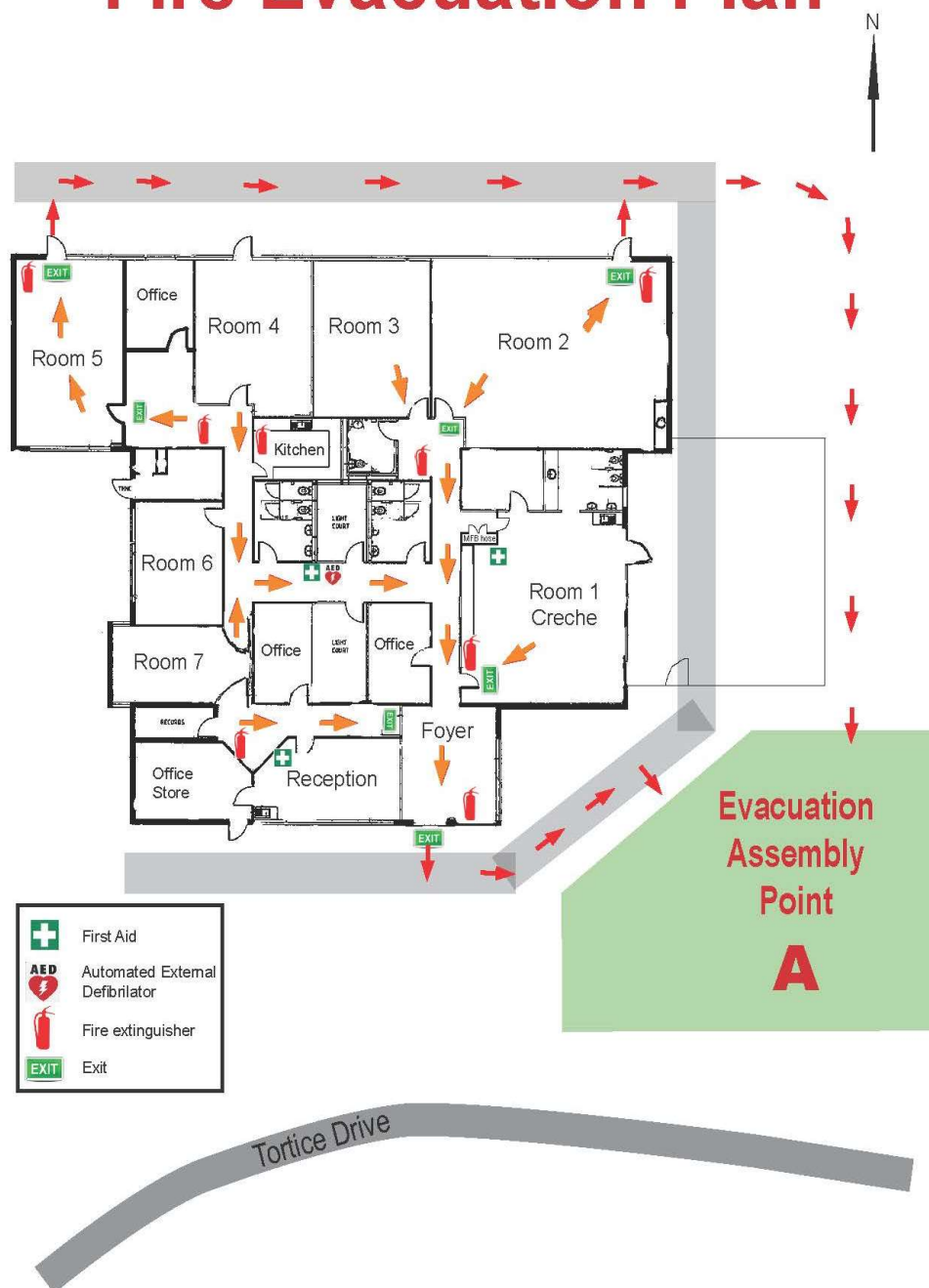
Electronic file folders accessible by NRCH Administration staff
Policy & Procedure Manual
Website

Date reviewed	Version	Details of changes (if any)	Date of next review
22/4/2025	6	Substantial reformatting	April 2028

Appendix 1. OH&S Chart



North Ringwood Community House Fire Evacuation Plan



TURN OFF
HAZARDOUS
EQUIPMENT
FIRE EXTINGUISHERS
AVAILABLE AT
DESIGNATED POINTS
MAKE A FINAL CHECK
OF THE ROOM
SHUT DOOR
RAISE THE ALARM -
INFORM STAFF -
RING 000
EVACUATE THE
BUILDING BY THE
NEAREST EXIT
ASSEMBLE AT THE
EVACUATION
ASSEMBLY POINT
UNTIL ADVISED
OTHERWISE BY
EMERGENCY
PERSONNEL

Phone numbers for Emergency Services are listed at the entrance door and in all classrooms. In the event of a small fire, extinguishers are fitted as shown on the House Plan posted on the wall in all the training rooms. A fire blanket is available in the kitchen. Instructions on the use of extinguishers are on the wall next to the extinguishers.